AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1. (currently amended) A call routing system for use in directory assistance system, said routing system comprising:

a primary call routing device at a first call center in the directory assistance system configured to receive directory assistance calls from callers and to determine using a first call distribution process, for each of said calls, whether said calls will be handled by said first call center, or by a second call center in said directory assistance system among a plurality of call centers; and

a secondary router at said first call center in said directory assistance system, said secondary router configured to initially route said calls within said first call center to said primary call routing device, and wherein if said primary call routing device is off-line, said secondary call router employs a second default call distribution logic to route said calls among said first call center and said plurality of call centers in said directory assistance systems.

2. (previously presented) The call routing system as claimed in claim 1, wherein said

secondary router is configured to determine the online/off-line status of said primary call routing device.

3. (cancelled)

4. (previously presented) The call routing system as claimed in claim 1, further comprising a transfer router, said transfer router configured to transfer calls between said first call center and a second call center in said directory assistance system via a Wide Area Network (WAN).

5. (previously presented) The call routing system as claimed in clam 4, wherein said primary call routing device routes a portion of said plurality of said incoming calls to said second call center when said first call center in said directory assistance system is experiencing high call volume.

6. (previously presented) The call routing system as claimed in claim 4, wherein said secondary router routes a portion of said plurality of said incoming calls to said second call center in said directory assistance system when said primary call routing device is off line.

7. (previously presented) The call routing system as claimed in claim 4, further comprising

an automatic call distribution call center, configured to receive a portion of said plurality of calls from said secondary router and distribute them among a plurality of operator terminals disposed within said first call center in said directory assistance system.

8. (previously presented) The call routing system as claimed in claim 7, wherein said second call center in said directory assistance system further comprises a second automatic call distribution call center configured to receive a portion of said plurality of calls from said secondary router and distribute them among a plurality of operator terminals disposed within said second call center.

9. (previously presented) A call routing system for use in a directory assistance system, said routing system comprising:

a primary call routing device configured to receive directory assistance calls from callers;

a frequent caller database, configured to store information corresponding to frequent callers; and

a frequent caller routing module coupled to said primary call routing device configured to determine if a particular caller's information is stored in said frequent caller database wherein if said caller's information is stored in said frequent caller database, said primary call routing device utilizes said information and determines if said caller is to receive priority call routing

wherein said frequent caller routing module attempts to designate a desired predefined percentage of calls of the total numbers of calls to said directory assistance system as priority calls.

10. (original) The call routing system as claimed in claim 9, wherein said frequent call routing module is located within said primary call routing device.

11. (original) The call routing system as claimed in claim 9, wherein said frequent call routing module is a software application within said primary call routing device.

12. (original) The call routing system as claimed in claim 9, wherein said frequent call routing module is configured to convey the priority call routing decision to said primary call routing device to perform routing of said call.

13. (original) The call routing system as claimed in claim 9, wherein said information corresponding to frequent callers includes a listing of frequent callers to said directory assistance system and the corresponding frequency of their calls.

14. (original) The call routing system as claimed in claim 13, wherein said frequency of calls

made to said directory assistance system are stored as calls per month.

15. (original) The call routing system as claimed in claim 9, wherein said information corresponding to frequent callers includes a listing of frequent callers to said directory assistance system are stored in one of a plurality of designated call frequency groups.

16. (original) The call routing system as claimed in claim 15, wherein said frequent caller routing module makes priority routing decisions for incoming calls based on said call frequency group assigned to said caller, in said frequent caller database.

17. (cancelled)

18. (previously presented) The call routing system as claimed in claim 9, wherein said desired percentage of calls is 3-5% of the total call volume to said directory assistance system.

19. (previously presented) The call routing system as claimed in claim 9, wherein said frequent caller routing module dynamically adjusts priority routing decisions for incoming calls by changing said call frequency groups that are designated for priority routing so as to maintain said predefined percentage of calls of the total numbers of calls to said directory assistance

system, routed as priority calls.

20. (original) The call routing system as claimed in claim 9, wherein said priority call routing includes expediting the handling of said call within said directory assistance system.

21. (original) The call routing system as claimed in claim 9, wherein said priority call routing includes routing said call within said directory assistance system to a particular operator terminal among a plurality of operator terminals.

22. (original) The call routing system as claimed in claim 9, wherein said particular operator terminal is an increased skill operator.

23. (currently amended) A call routing system for use in directory assistance system, said routing system comprising:

a primary call routing device at a first call center in the directory assistance system configured to receive directory assistance calls from callers and to determine using a first call distribution process, for each of said calls, whether said calls will be handled by said first call center, or by a second directory assistance system among a plurality of call centers;

a frequent caller database, configured to store information corresponding to frequent

callers;

a frequent caller routing module coupled to said primary call routing device configured to determine if a particular caller's information is stored in said frequent caller database wherein if said caller's information is stored in said frequent caller database, said primary call routing device utilizes said information and determines if said caller is to receive priority call routing wherein said frequent caller routing module attempts to designate a desired predefined percentage of calls of the total numbers of calls to said directory assistance system as priority calls, and

a secondary router at said first call center in said directory assistance system, said secondary router configured to initially route said calls within said first call center to said primary call routing device, and wherein if said primary call routing device is off-line, said secondary call router employs a second default call distribution logic to route said calls among said first call center and said plurality of call centers in said directory assistance systems.

24. (currently amended) A method for routing directory assistance calls within a directory assistance system, said method comprising the steps of:

receiving directory assistance calls from callers at a primary call routing device of a first call center in the directory assistance system;

determining using a first call distribution logic, for each of said calls, whether said calls

will be handled by said first call center or by a second call center in said directory assistance system among a plurality of call centers;

initially routing said calls in said first call center in said directory assistance system from a secondary router to said primary call routing device for primary call routing; and

if said primary call routing device is off-line, said secondary router using a second default logic to route said calls among said first call center and said plurality of call centers in said directory assistance systems.

25. (previously presented) The method as claimed in claim 24, further comprising the step of said secondary router determining if said primary call routing device is on-line or off-line.

26. (cancelled).

27. (previously presented) The method as claimed in claim 24, further comprising the step of transferring calls between said first call center and said second call center in said directory assistance system is by way of a Wide Area Network (WAN).

28. (currently amended) The method as claimed in claim 24, further comprising the step of transferring calls between said first call center and said second call center in said directory

assistance system is by way of the Internet.

29. (previously presented) The method as claimed in claim 24, further comprising the step of transferring calls between said first call center and said second call center in said directory assistance system is by way of a packet switched network.

30. (previously presented) The method as claimed in claim 24, further comprising the step of transferring calls between said first call center and said second call center in said directory assistance system when said first call center is experiencing high call volume.

31. (previously presented) A method for routing calls within a directory assistance system, said method comprising the steps of:

receiving a directory assistance call at a primary call routing device;

storing information corresponding to frequent callers in a frequent caller database;

determining if a particular caller's information is stored in said frequent caller database; and

determining if said caller is to receive priority call routing, at a frequent caller routing module coupled to said primary call routing device based on said caller's information stored in said frequent caller database, wherein said frequent caller routing module attempts to designate a

desired predefined percentage of calls of the total numbers of calls to said directory assistance system as priority calls.

32. (original) A method as claimed in claim 31, further comprising the step of storing information corresponding to frequent callers including listing frequent callers to said directory assistance system and the corresponding frequency of their calls.

33. (original) A method as claimed in claim 32 wherein said information corresponding to frequent callers includes a listing of frequent callers to said directory assistance system in a plurality of designated call frequency groups.

34. (original) A method as claimed in claim 33, wherein said frequent caller routing module executes priority call routing decisions based on said designated call frequency groups.

35. (cancelled)

36. (previously presented) A method as claimed in claim 31, further comprising the step of dynamically adjusting priority routing decisions for incoming calls by changing said call frequency groups that are designated for priority routing so as to maintain said predefined

percentage of calls of the total numbers of calls to said directory assistance system, routed as priority calls.

37. (original) A method as claimed in claim 31, further comprising the step of expediting the handling of a call after a priority routing has been assigned to that call.

38. (original) A method as claimed in claim 31, further comprising the step of routing a call to a particular operator terminal among a plurality of operator terminals after a priority routing has been assigned to that call.